

<b>TO:</b>	<b>CHAIR AND MEMBERS FINANCE AND ADMINISTRATIVE SERVICES COMMITTEE  MEETING ON MARCH 26, 2012</b>
	<b>VERONICA MCALEA MAJOR CHIEF HUMAN RESOURCES OFFICER</b>
<b>SUBJECT:</b>	<b>REPORT ON THE CORPORATE HUMAN RIGHTS PROGRAM, CODE OF CONDUCT PROGRAM, AND CORPORATE TRAINING INITIATIVES AS OF DECEMBER 31, 2011</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Chief Human Resources Officer the following Report regarding the Corporate Human Rights Program, Code of Conduct Program and Corporate Training Initiatives **BE RECEIVED** for information purposes.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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All previously submitted quarterly, semi-annual and year end reports.

<b>BACKGROUND</b>
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**HUMAN RIGHTS**

Civic Administration continues to take the necessary steps to ensure the important work of the Human Rights Division continues in support of the Corporate Workplace Harassment and Discrimination Prevention Policy (the "Policy").

**1. Inquiries/Requests/Complaint Handling**

**a) Contacts with the Human Rights Division**

Contacts can generally be described as falling within one of three categories: inquiries, requests for advice and/or assistance, and complaints. Callers whose issues do not fall within the Policy are directed to the appropriate avenue to deal with their complaints.

- **Inquiries** generally pertain to whether workplace conduct constitutes harassment and/or discrimination under the Policy, and what procedures and training are available to address potential human rights issues.
- **Requests** for advice or assistance are made by both management and non-management employees and generally include requests for guidance in resolving allegations of harassment and/or discrimination, and for training on how to interact with co-workers in a non-harassing, non-discriminatory manner. Such requests may require as little involvement by the Human Rights Division as a brief telephone discussion, others may require meetings with the parties involved and provision of ongoing support and guidance before an issue is completely resolved.
- **Complaints** include both informal and formal complaints made to the Human Rights Division alleging violations that may contravene the Workplace Harassment and Discrimination Prevention Policy.

During the period of July 1, 2011 to December 31, 2011 the Human Rights Division was contacted with respect to the following human rights and potential human rights issues:

- 2 Policy based inquiries
- 3 Policy based informal complaints
- 1 Policy based formal complaint

**b) Summary of Inquiries/Requests/Complaints**

The following table summarizes the Inquires/Requests/Complaints received by the Human Rights Division for the period July 1 – December, 2011.

<b>WORKPLACE HARASSMENT AND DISCRIMINATION PREVENTION POLICY JULY 1 – DECEMBER 31, 2011</b>		
<b>ACTIVITY</b>	<b>TOTAL NUMBER</b>	<b>STATUS</b>
INQUIRIES / REQUESTS	2 Policy based	Completed
INFORMAL COMPLAINTS	3 Policy based	Completed
FORMAL COMPLAINTS	1 Policy based	Completed

**c) 2011 Summary of Inquiries/Requests/Complaints**

The following table summarizes the Inquiries/Requests/Complaints received by the Human Rights Division for the period January 1 – December 31, 2011.

<b>WORKPLACE HARASSMENT AND DISCRIMINATION PREVENTION POLICY JANUARY 1 – DECEMBER 31, 2011</b>		
<b>ACTIVITY</b>	<b>TOTAL NUMBER</b>	<b>STATUS</b>
INQUIRIES / REQUESTS	3 Policy based	Completed
INFORMAL COMPLAINTS	3 Policy based	Completed
FORMAL COMPLAINTS	3 Policy based	Completed

Note: There are no previous year(s) complaints outstanding.

**2. Human Rights Training**

There were five (5) Policy training sessions delivered to 83 permanent and temporary employees for the period of July 1 – December 31, 2011. During this same period, four (4) Policy training sessions were delivered to 83 casual employees.

From January 1 – December 31, 2011, ten (10) Policy training sessions were delivered to 116 permanent and temporary employees. During this same period, nine (9) Policy training sessions were delivered to 301 casual employees.

A new program, “It Starts with Me”, which will replace the existing Workplace Harassment and Discrimination Prevention training program was launched in June 2011. Details on the new program including statistics are reported later in this Report.

**CODE OF CONDUCT**

**1. Inquiries/Complaint Handling**

**a) Contacts regarding Code of Conduct matters**

During the period of July 1 – December 31, 2011 the following Code of Conduct or potential Code of Conduct issues were initiated:

- 11 Policy based inquiries

- 2 Policy based informal complaints
- 4 Policy based formal complaints

**b) Summary of Inquiries/Requests/Complaints**

The following table summarizes the Inquires/Requests/Complaints received by the Human Rights Division for the period July 1 – December, 2011.

<b>CODE OF CONDUCT POLICY JULY 1 – DECEMBER 31, 2011</b>		
<b>ACTIVITY</b>	<b>TOTAL NUMBER</b>	<b>STATUS</b>
INQUIRIES / REQUESTS	11 Policy based	10 Completed, 1 On-going
INFORMAL COMPLAINTS	2 Policy based	1 Completed, 1 On-going
FORMAL COMPLAINTS	4 Policy based	3 Completed, 1 On-going

**c) 2011 Summary of Code of Conduct Inquiries/Requests/Complaints**

The following table summarizes Inquiries/Requests/Complaints received regarding Code of Conduct for the period of January 1 – December 31, 2011.

<b>CODE OF CONDUCT POLICY JANUARY 1 – DECEMBER 31, 2011</b>		
<b>ACTIVITY</b>	<b>TOTAL NUMBER</b>	<b>STATUS</b>
INQUIRIES / REQUESTS	27 Policy based	26 Completed, 1 On-going
INFORMAL COMPLAINTS	3 Policy based	2 Completed, 1 On-going
FORMAL COMPLAINTS	5 Policy based	4 Completed, 1 On-going

Note: There are no previous year(s) complaints outstanding.

**2. Code of Conduct Training**

There were five (5) Code of Conduct training sessions delivered to 83 permanent and temporary employees for the period of July 1 – December 31, 2011. During this same period, four (4) Code of Conduct training sessions were delivered to 83 casual employees.

From January 1 – December 31, 2011, ten (10) Code of Conduct training sessions were delivered to 116 permanent and temporary employees. During this same period, nine (9) Code of Conduct training sessions were delivered to 301 casual employees.

As noted previously in this Report, a new program, “It Starts with Me”, which will replace the existing Code of Conduct training program was launched in June 2011. Details on the new program including statistics are reported below.

## **CORPORATE TRAINING INITIATIVES**

In addition to the training noted above, Civic Administration continues to provide for a number of related training programs intended to complement the Workplace Harassment and Discrimination Prevention Policy and the Code of Conduct training.

### **1. “It Starts with Me”**

A new training program, “It Starts with Me”, was launched in June 2011 for new employees and replaces the existing Workplace Harassment and Discrimination Prevention and Code of Conduct training programs, created in 2003 and 2006 respectively. The program consists of revised content from the Workplace Harassment and Discrimination Prevention Policy, the Code of Conduct and the Workplace Violence Prevention Policy.

The title of this program, “It Starts with Me”, emphasizes the need for individuals to take personal responsibility to ensure their behaviours are in accordance with expectations of Corporate policies and a supportive workplace. The program objectives are designed to ensure that participants will be able to:

- Define harassment, discrimination and workplace violence
- Describe behavioural expectations to build a supportive workplace
- Identify behaviours that are consistent with corporate policies
- Describe the impact of harassment, discrimination, violence and unacceptable conduct on the individual, the workplace and community
- Use a decision making model to determine appropriate course of action
- Take action where unacceptable conduct is displayed or observed
- Describe the complaint resolution process and how employees support the process
- Identify behavioural expectations as defined in the following Corporate policies: *Computer Usage Policy, Time off for Religious Observance Guideline, Accommodation of Employees with Disabilities Guideline and Accessibility for Ontarians Disability Act (AODA)*

From July 1 – December 31, 2011 “It Starts with Me” was delivered to 78 permanent and temporary employees in five (5) sessions. From January 1 – December 31, 2011 “It Starts with Me” was delivered to 105 permanent and temporary employees in six (6) sessions.

### **2. “I Step Forward” Program**

The “I Step Forward” program is designed to meet the following course objectives:

- Increase understanding of the impact of family violence (including child abuse, elder abuse, abuse of men in intimate relationships), sexual violence/harassment and woman abuse in our workplaces, communities and homes
- Increase capacity to recognize and respond sensitively to situations of abuse and violence
- Understand safety and accountability planning as part of our corporate response to ensure employee and public safety
- Introduce tools and strategies to manager/supervisors with the goal of better assisting abused employees to enhance employee safety and maintain their employment
- Increase understanding of self-care plans as a means to address vicarious trauma
- Enhance the safety of our community, work environment, and homes by understanding why people perpetrate abuse and its impact on people and by providing information and resources on how to respond to abuse and violence
- Recognize our individual responsibility and collective accountability towards ending abuse and violence in our community, workplaces and homes
- Understand the resources within the Corporation and the community that are available to assist employees with issues of violence and abuse
- Increase each of our capacities to *step forward* to end violence and abuse by becoming “Champions for Peace”

From July 1 – December 31, 2011, twenty-eight (28) “I Step Forward” training sessions were delivered to 181 employees.

From January 1 – December 31, 2011, sixty-five (65) “I Step Forward” training sessions were delivered to 868 employees.

A modified version of the “I Step Forward” program was provided to 301 casual employees between January 1 – December 31, 2011 in nine (9) sessions to provide employees with awareness, resources, and strategies on responding to violence and abuse.

**3. Corporate Orientation Program**

The City of London’s Corporate Orientation Program continues to welcome new employees to the Corporation. This program includes newer modules on Diversity, Accessible Customer Service and “It Begins with Me” training.

From July 1 – December 31, 2011, five (5) sessions were delivered to 80 permanent and temporary employees. During this same period, 83 casual employees, in four (4) sessions, attended Casual Orientation training.

From January 1 – December 31, 2011 the Corporate Orientation was delivered to 193 permanent and temporary employees in ten (10 sessions). During this same period, 301 casual employees, in nine (9) sessions, attended Casual Orientation training.

**4. Ivey Management Leadership Program**

Module 6, “Improving Service Delivery and Recognizing Individual Contribution”, was rolled out in September 2011. This 2 ½ day module focused on applying data and measurement for a twofold purpose: first, to improve the delivery of City of London services which will be reflected in Business Plan Summaries; and second, to focus on the subsequent linkage to individual employee’s role in achieving Corporate Strategic Priorities and Service Objectives through the Performance and Development Program. Day 1 (half-day) was delivered in six sessions to 303 management employees and Day 2 (full-day) was delivered in six sessions to 311 management employees. (Day 3 of the module was delivered in early 2012 and will be reported in the next semi-annual report.)

<b>PREPARED BY:</b>	<b>PREPARED BY:</b>
<b>CRISTIN KELLER SPECIALIST, HUMAN RESOURCES</b>	<b>STEPHEN BAHM MANAGER, OCCUPATIONAL HEALTH &amp; SAFETY AND CORPORATE TRAINING</b>
<b>PREPARED BY:</b>	<b>REVIEWED AND RECOMMENDED BY:</b>
<b>ADRIANA HAGAN MANAGER, LABOUR RELATIONS</b>	<b>VERONICA MCALEA MAJOR CHIEF HUMAN RESOURCES OFFICER</b>